



## OBJECTIVE

To pursue a highly rewarding career journey; seeking for a challenging career path yet in healthy work environment where I can utilize my skills and knowledge efficiently for personal, peers and organizational growth.

## EDUCATION

- I. Applied Science University, 2001 B.A. (Hons) in Hotel Management
- II. Patriarch Theodore the First Secondary School High school scientific stream 1994

## PROFESSIONAL BACKGROUND

### **Director of Rooms, Hyatt Regency Aqaba Resort**

March 2020- Till present time

Provide leadership for the daily operations of Front office, HK, Recreation and Spa. Ensuring effective cost control and guest satisfaction, financial duties that include managing the monthly P&L, monthly forecast and yearly budgeting.

### **Director of Rooms Kempinski Hotel Ishtar Dead Sea-**

June 2016-February 2020

Responsible of the daily operations of HK Laundry, Front office and Recreation department. Maintaining cost effective measurements when coming to expenses,  
Responsible of interviewing and hiring talented candidates. Scheduling and performing Rooms related projects. Responsible about the financial results of the Rooms division.

### **Front office Manager Kempinski Hotel ishtar Dead Sea**

— October 2014-June 2016

Handling the daily operation of the front office department ensuring service excellence and assisting in achieving the rooms Budget / Forecast handling Manning of the department interviewing and recruiting essential staff members conducting monthly Audits, Maintaining a smooth operation at the front Office.

### **Front Office Manager | MOEVENPICK RESORT & SPA**

**TALA BAY AQABA** -February 2012 – October 2014

Handling the daily operation of the front office department ensuring service excellence and assisting in achieving the rooms Budget / Forecast handling Manning of the department interviewing and recruiting essential staff members conducting monthly Audits in addition to generating daily / monthly reports, involved in forecasting  
Conducting weekly /monthly sales calls for TO and corporate accounts

### **RESERVATIONS MANAGER | Moevenpick Resort & Spa**

**Dead Sea** June 2010-February 2012

Assists Director of revenue in obtaining competitive figures and compiling monthly market share reports.

Focus on overall yield and Rev Par. Analyze data as it relates to the market, responsible for forecasting revenues both long and short term.

Responsible of creating rate codes as per corporate contracts.

Managing booking channels through websites” loading rate codes, closing/opening rates room types in accordance to availability and seasonality in order to make sure revenue is maximized.

Motivating and developing team members in order to achieve best results

### **ASSISTANT FRONT OFFICE MANAGER\_ MOEVENPICK RESORT & SPA DEAD SEA**

January 2008-June 2010

Monitors billing procedures to ensure accurate payment thereby maximizing organizational profitability.

Creating and producing reports as required

Ensure that all accounting transaction and cash handling procedures are in compliance .Optimizes the efficient usage of room inventory by monitoring, control and feedback to support the departments

Responsible for the organization of work within the department including assignments, time schedules and vacations to ensure optimum utilization of manpower.

Employee management

Responsible for 37 employees within the front office department which includes: Operators, Guest Service Centre, Guest Relations, Reception & Bell men .Part of the recruitment process, hire, train and retain staff for all the department Develop monthly training items to foster development and cross

training with other departments Perform employee evaluations, provide coaching and developmental Assists Front Office Manager monitoring key performance indicators for the department and takes corrective action conducts briefing sessions regularly.

Guest Relations: Monitor guest satisfaction processes, and respond to guest concerns, and inquiries

Ensure that guest data and management reporting is processed efficiently and accurately while maintaining proper security standards

Pro-actively identify potential guest issues

ensures prompt, courteous and accurate service to all guests, so as to maximize customer satisfaction

Ensures norms, procedures and systems for safety and security of guest belongings are efficiently followed and monitored so as to ensure maximum comfort levels

Special Projects

World Economic Forum/Young Leaders Forum ensured the smooth check in and checks out process with personal escorting of all guests over a 10 day period.

We were able to outshine our competitors through the personal attention and focus on details.

Organizers were complementing our personal touch and that we did not have any complaints during the entire Forum due to our dedication and being available onsite 24 /7.

### Front Desk Manager | Kempinski Ishtar Dead Sea

February 2006-July 2007 Pre-Opening Team.

Implemented VIP amenities for VIP's and long staying guests and farewell gift

Did all manuals for the concierge department

Assisted in the Pre-opening and phase 2 of opening in preparation for the Grand Opening.

Assisted in Room Snagging

Completed the pre-Installation for the QMS system in Guest service Center along with SOP's for the department. Implemented new concept which included also the order taking for the room service

Implemented Incentive scheme for the room service order taking

Identified and adjusted all Front Office related organizational snagging of SOP's prior to Grand Opening.

### Guest Relations & At your service Supervisor- Marriott Resort & Spa Dead Sea

September 2002- November 2005

At your service Supervisor and Guest Relation Supervisor Pre opening team.

All tasks and duties as per job Description in addition achieved the below:

Conducted regular pricing and service surveys of competitors every 6 months.

Introduced new programs for long staying and repeated guests.

Founded problem solution committee.

Succeeded 3 Richey audits with 100% score.

## **TRAINING COURSES**

- ✓ The keys to engaging people leadership program by Hampton training Kempinski Muscat April 2019
- ✓ Four Months Cross Exposure in Housekeeping department as a fully in charge HOD Kempinski Ishtar Dead Sea Sep 2015 – Jan 2016
- ✓ Housekeeping Management IFH Moevenpick Kuwait September 2013
- ✓ Executive Revenue Management IFH business academy Moevenpick Beirut November 2010
- ✓ Applied finance IFH Moevenpick business academy Moevenpick Tala Bay March 2010
- ✓ Certificate of Revenue Management Cornell University online Course
- ✓ Fundamentals of Professional Reservation Sales and Up selling IFH Moevenpick Tala Bay
- ✓ Essential management Techniques Moevenpick business academy – Moevenpick Dead Sea 2009
- ✓ Beverage Training – Jordan Valley Marriott, Dead Sea
- ✓ Service excellence – Jordan Valley Marriott, Dead Sea
- ✓ Empowerment Mentality – Jordan Valley Marriott, Dead Sea
- ✓ Train of Trainers – Kempinski Hotel Ishtar – Dead Sea
- ✓ PAF – Kempinski Hotel Ishtar – Dead Sea

## **Contact Details:**

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References shall be provided upon request
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